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ABSTRACT

This study provides data on the relative effectiveness of library service to the blind and physically handicapped in two adjoining metropolitan counties in Michigan. Oakland County is served by a subregional program located in a local public library while Macomb County is served by the more remote Michigan Regional Library for the Blind and Physically Handicapped (MRLB/PH), located in the Michigan State Library in Lansing. Field-tested questionnaires in large print were sent to a random sample (1 in 10) of active regional and subregional library users. A 46% response rate was achieved. Information was sought on satisfaction with services, volume of reading, personal contacts with librarians, and use of general services of local public libraries. The study confirmed hypotheses that subregional libraries offer more personalized service than the more remote regional library, and are more successful in locating new readers, maintaining liaison with community groups, and encouraging the mainstreaming of handicapped users into regular library service. Appendices to the report consist of: (1) a selective bibliography; (2) a glossary of terms; (3) a map showing the areas served by the regional and subregional libraries; (4) sample questionnaires and cover letters for the two counties, with responses given; and (5) documents from the Michigan Library Association Task Force on Blind and Physically Handicapped Libraries. (Author/ESR)

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The Effectiveness of Subregional Libraries for the Blind and Physically Handicapped:

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The Effectiveness of Subregional Libraries for the
Blind and Physically Handicapped = A Pilot Study

Abstract

This study, undertaken by a group of graduate library science students at Wayne State University provides data on the relative effectiveness of service to the blind and physically handicapped in 2 adjoining metropolitan counties, one served by a sub regional library, one by the more remote regional library: The study confirmed hypotheses that:

- 1) Subregional libraries improve substantially the quality and quantity of library/information services to blind and physically handicapped users by providing personal, professional reader guidance and reference services and by mainstreaming their users into group activities shared with the wider library community, and
- 2) Subregional libraries are significantly more successful than the more remote regional library in locating new readers eligible for the service, and
- 3) Subregional libraries are more successful in effecting liaison with community agencies and organizations working with the blind and physically handicapped, and in recruiting local volunteers to work with the service.

Methodology used in the study (questionnaires to a sampling of active users in each county, site visits to the regional and subregional libraries) might be replicated to evaluate other subregional libraries in the state or nation.

Preface

A group of 6 library science students enrolled in a graduate seminar on Research Methods at Wayne State University undertook as a class project to design and implement a pilot study on the effectiveness of one subregional library in Michigan, as compared with service offered in an adjoining county by the more remote regional library in Lansing. The students hoped that methodology they tested might be replicable to evaluate other subregional libraries in Michigan and/or regional-subregional library systems in other states.

The study would not have been possible without the generous cooperation of Margaret Wolfe, Michigan Regional Librarian and of Carole Hund, Director of the Oakland County Subregional Library for the Blind and Physically Handicapped. The students also acknowledge with gratitude materials provided by the National Library Service for the Blind and Physically Handicapped, Library of Congress.

The Effectiveness of Subregional Libraries for the
Blind and Physically Handicapped

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A Pilot Study on the Effectiveness of Sub Regional Libraries for the Blind and Physically Handicapped

Introduction

The Michigan State Regional Library for the Blind (MRLB) was initiated after passage of the Pratt-Smoot Act of 1931 which authorized the Library of Congress to provide materials and equipment to a network of regional libraries serving usually state or multi-state regions. In 1961 the MRLB was transferred from the State Department of Public Welfare to the State Library, moved from Saginaw to Lansing, and for the first time, was professionally staffed, with a librarian as director. As a part of the State Library, the MRLB grew rapidly in collections, staff and services. In 1966, with the enactment of Title IV B of the Library Services and Construction Act, (LSCA) federal funds for the improvement of library service to the blind and physically handicapped became available for the first time (The Pratt-Smoot Act had provided only materials and the equipment to use them, not dollars) These funds, matched by the state enabled the library to add additional professional and support staff, and to automate its procedures. As of March, 1982, the Michigan Regional Library had 11.5 positions of which 9.5 were federally funded under LSCA. Also in 1966, an amendment to the 1931 legislation opened libraries for the blind to the physically handicapped - ie to people who because of visual or other physical handicap, were unable to use conventional print. The Michigan Regional Library for the Blind became the Michigan Regional Library for the Blind and Physically Handicapped. (MRLB/PH)

The MRLB/PH now has a large, comprehensive collection of materials in braille, disc and cassette tape including materials prepared especially for Michigan users. Until a recent budget reduction, MRLB/PH also administered a collection of large print books for the visually handicapped.

In 1972 the MRLB/PH with the encouragement of the National Library Services for the Blind and Physically Handicapped, initiated a network of 10 subregional libraries, located in local public libraries. As defined by the National Library Service, a "Sub-regional library is a public library designated by the regional library, with the approval of the National Library Service for the Blind and Physically Handicapped of the Library of Congress, to provide service to the residents of a specified area of the regional library's total jurisdiction. A subregional library serves a minimum of 200 readers in cooperation with the regional library."

The purpose of subregional libraries are to mainstream the blind and physically handicapped reader into the local library community, to provide him with direct, personal reader guidance and information services, to encourage him to use the general services of his public library and to accelerate his receipt of materials.

According the manual on subregional libraries, produced by the National Library Services, the subregional library has the following responsibilities:

1. Provide mail and walk-in recorded book service, which

includes lending books recorded on disc and cassette and the equipment on which to play them.

2. Assist patrons in the selection of books on patron request.
3. Register new borrowers.
4. Publicize service to encourage use by as many eligible patrons as possible.
5. Enlist assistance and support for service from civic groups, volunteers, special interest groups, news media, etc.
6. Forward requests to its regional library for material it is not able to supply.
7. Encourage readers to use as many local library services and become involved in as many regular library activities as possible. Telephone reference, recorded music, loan copies of paintings and sculptures, book discussion groups, special tours or outings, children's story hours, puppet shows, films, and special exhibits are examples of only a few services and activities in which the library should encourage reader involvement.
8. Inform the regional library of statistics, program developments, and problems that arise.
9. Coordinate its programs and services with local agencies serving the blind and physically handicapped.
10. Develop a corps of volunteers to deliver and demonstrate equipment, assist in preparing request lists, etc.
11. Work with Telephone Pioneers to ensure that maintenance and repair of equipment is provided in a timely and responsive manner.

A map of Michigan's subregional libraries satellite to the State Library for the Blind and Physically Handicapped in Lansing may be found in the Appendix to this report. Figure 1 charts services to the blind and physically handicapped, 1980-81 through the Michigan State Library for the Blind and Physically Handicapped and its subregionals.

Figure 1

SERVICES TO THE BLIND AND PHYSICALLY HANDICAPPED, 1980-81

I. Subregional Library

LIBRARY	PATRONS	CIRCULATION				TOTAL CIRCULATION
		DISC	CASSETTE	LARGE PRINT	BRAILLE	
Grand Traverse Area	446	4,322	7,109			11,431
Huron Valley	882	11,621	12,005	3,554		27,180
Kent	745	8,132	7,883			16,015
Willard	1,042	20,405	14,246			34,651
Oakland	1,481	22,690	26,180			48,870
Mid-Eastern	1,434	8,393	15,531			23,924
Superiorland	648	7,911	7,190	446		15,547
Northland	518	7,037	11,002	82		18,121
Blue Water	331	5,671	6,111			11,782
Muskegon	286	4,961	6,187	147		11,295
TOTALS	7,813	101,143	113,444	4,229		218,816

II. Library for the Blind and Physically Handicapped:

	4,803	207,047	146,625	4,527	12,605	370,804
TOTALS (I & II)	12,616	308,190	260,069	8,756	12,605	589,620

In addition, the State Library provides direct service to 1,209 institutions. Circulation to institutions is included in circulation figures above.

Subregional libraries in Michigan provide materials on disc and cassette, along with the equipment to use them. Braille books and older titles are borrowed from the State Library. Periodicals on flexible disc are supplied to the reader from the publisher. Bibliographic tools, such as "Talking Book Topics" are mailed directly from the National Library Service.

Two copies of each title on disc and cassette are supplied by the National library service to the subregional along with phonographs, cassette players and mailing cartons. The local library provides space, shelving, office equipment, telephone and staff for the subregional. To help defray these costs, the Michigan State Library has been making grants from LSCA funds to each subregional based on a formula of \$10 per active reader plus a basic grant of \$10,000.

As funds at local, state and federal levels become tighter, in Michigan and throughout the nation, all library structures, including the subregional library network, are coming under scrutiny. Questions are being raised about whether the subregional libraries actually do achieve a substantially more personalized service or whether they are providing only a decentralized, more expensive mail service; whether the state/federal dollars used to subsidize subregional libraries would yield higher dividends if they were used to improve/expand library service from the regional library. At the same time, local libraries are weighing their priorities and asserting that service to the blind and handicapped, especially those outside their own support areas, is a state, rather than a local responsibility.

It seems important, therefore, to test and document the following

hypotheses:

- 1) That subregional libraries improve substantially the quality and quantity of library/information services to blind and physically handicapped users by providing personal, professional reader guidance and reference services and by mainstreaming their users into group activities shared with the wider library community, and
- 2) That subregional libraries are significantly more successful than the more remote regional library in locating new readers eligible for the service, and
- 3) That subregional libraries are more successful in effecting liaison with community agencies and organizations working with the blind and physically handicapped, and in recruiting local volunteers to work with the service.

Purpose and Scope of Study

A group of graduate library science students at Wayne State University, enrolled in a seminar on library research methods, in January, 1982 designed and implemented a pilot study to test the effectiveness of library service offered to blind and physically handicapped residents of Oakland County through a subregional library located at the Farmington Community Library, as compared with the service offered to residents of adjoining Macomb County who are served from the Regional Library in Lansing.

The relative cost of service, per reader or per circulation between regional and subregional libraries although also relevant, was not within the scope of the Wayne State study. It is hoped that if the research design implemented in this pilot study yields helpful data, it might be used to evaluate the effectiveness of subregional library service throughout Michigan, or perhaps in the nation.

The objectives of the study, conducted between January and April, 1982 were to:

- 1) Compare the percentage of active library patrons related to potential users in a county served by a subregional library (Oakland) with a county served only by the regional library for the Blind and Physically Handicapped in Lansing. (Macomb)
- 2) Compare the average circulation per person of Oakland County Sub regional with Macomb County users of the Michigan State Regional Library.
- 3) Compare the growth in active users of Blind and Physically Handicapped library services from 1974 to 1982 in Oakland and Macomb Counties.
- 4) Identify the degree to which users of the subregional library visit the Farmington Library in person for reader guidance and reference service.
- 5) Identify the degree to which users in Oakland and Macomb counties seek personal reader guidance and/or reference by telephone.
- 6) Identify the extent to which users in Oakland and Macomb counties use the ordinary services/resources/programs of the Farmington Community Library and/or of their local public library.
- 7) Compare levels of satisfaction with library service by Oakland and Macomb users in regard to quality of selection, equipment repair, speed and reliability of delivery service.
- 8) Identify the extent of contact with community agencies serving the Blind and Physically Handicapped in Oakland and Macomb counties.
- 9) Identify the degree to which local volunteers are utilized by the Oakland County subregional library.

To achieve these objectives, the study adopted the following methodology:

- 1) A literature search was conducted for material on the history and objectives of subregional libraries, and for reports of studies about their effectiveness (see appendix for bibliography)
- 2) A site visit was made and an interview conducted with the staff of the Michigan State Regional Library for the Blind and Physically Handicapped in regard to attitudes and opinions about subregional libraries, evaluative data about them, patterns of service and staffing at the regional library, relationship between the regional library and its subregionals.

- 3) A site visit was made and an interview conducted with the director of the Oakland County Subregional Library for the Blind and Physically Handicapped in regard to attitudes and opinions about the effectiveness of the sub regional, service and staffing patterns, evaluative data, contacts with community organizations and agencies, use and effectiveness of volunteers.
- 4) A questionnaire in large print was sent to a random sampling (one in 10 personal users) of active users of materials for the Blind and Physically Handicapped in Oakland and Macomb counties. Information was sought on satisfaction with service, volume of reading, personal contacts with librarians for reader guidance and reference service, use of the general services of local public libraries. The questionnaire was field tested by the subregional librarian and several patrons of the subregional library. (see appendix for copy of the questionnaires.)

Oakland County Subregional Library for the Blind and Physically Handicapped was established by the Farmington Community Library in 1974. It is funded partly by a grant from the Oakland County Library Board (\$46,500 in 1981) and partly by an LSCA grant through the Michigan State Regional Library for the Blind and Physically Handicapped (\$24,010 in 1981). The Oakland County SRL/BPH is staffed by 1 librarian, with a support staff of 2 full time plus 24 hours a week part time. In addition to maintaining the sub - regional library, this staff is responsible for outreach to patients in Farmington nursing homes and to the deaf and hearing impaired in the community. In addition to the materials made available through the National Library Service to the Blind and Physically Handicapped, the Farmington Library provides books in large print and a small collection of three dimensional sculptures/models obtained through a grant from the local Lions Clubs.

Macomb County, which adjoins Oakland in the Detroit Metropolitan region is served only by the Regional Library in

Lansing, and was chosen as a basis of comparison with the Oakland County sub regional. A comparison of demographic data about the two counties follows:

Figure 2 Demographic Data, Oakland and Macomb Counties, 1980 Census					
	Total Population	% of Change 1970-80	Population Age 60+	% of Total Population	% of Change 1970- 80
Oakland	1,011,793	11+%	131,317	12.98%	76.66%
Macomb	694,600	10+%	81,877	11.78%	43.85%

Oakland is not only 69% larger in population than Macomb but it also differs from its neighboring county in other ways. As can be seen from Figure 1 it has larger population both in numbers and percentages of aging people who are more likely to be visually handicapped. This disparity may be expected to expand if the growth of the aging population continues to accelerate at the same rate as it did in the two counties since 1970.

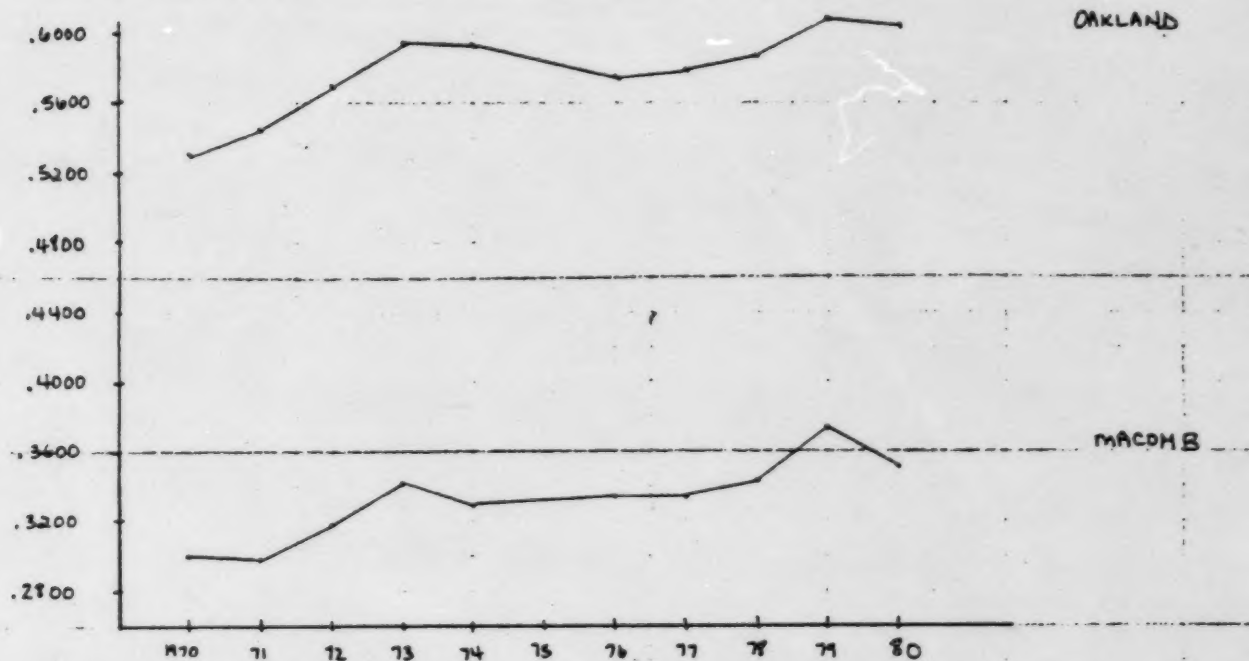
Educational level, an important factor conditioning library use also differs in the 2 counties. Because detailed 1980 census data are not available, Figure 3 charts educational level of adults in Oakland and Macomb counties according to the 1970 census.

Figure 3 Education Level, Oakland and Macomb Counties, 1970 Census				
	Medium Years of School Completed	% Completing 8th Grade or Less	% Completing High School	% Completing 4 Years of College
Oakland	12.4	4+%	63.9%	16.4%
Macomb	12.1	5+%	55.9%	7.3%

Socio-economic status, which, in aggregate, tends to correlate with public library use, also varies in the 2 counties as indicated in Figure 4.

Figure 4

Buying Power Index, (BPI) Oakland and Macomb Counties, 1970-1980
Taken from: Sales and Marketing Management, July, 1971 and July, 1981



- * BPI= Converts three basic element - population, effective buying income and retail sales - into a measurement of a market's ability to buy and expresses it as a percentage of U.S. potential.

However, despite the significant differences between Oakland and Macomb counties as charted in Figures 2-4, it seemed valid to the researchers to compare them for clues about the relative effectiveness of service from a local subregional or from the more remote Regional Library for the Blind and Physically Handicapped, even though any variance a study might reveal would need to be weighed against demographic differences.

Findings

Figures 5 and 6 chart the estimated eligible readers in each county compared to active readers, and the number of questionnaires sent and returned.

Figure 5				
Estimated Eligible Users Compared to Active Readers Oakland and Macomb Counties				
Total Population (1980)		Estimated 1 Eligible Readers (1.4% of Total)	Active Readers	
			Number	Percentage of Eligible
Macomb	694,600	7,724	501	6%+
Oakland	1,011,793	14,165	1494	10%+

Figure 6	
Questionnaires sent and returned:	
Total Questionnaires sent:	193
Macomb	51
Oakland	142
Questionnaires returned:	90 (46%)
Macomb	13 (25%)
Oakland	77 (54%)
(unusable 11)	
Total received	101

Both the fact that Oakland County is serving a larger proportion of its estimated eligible users, and that a larger percentage of its random sample responded to the questionnaire may reflect a closer identification with the subregional library than with the more distant regional library.

A profile of the random sample queried in the two counties follows:

Figure 7
Disabilities of Random Sample

Blind		Visually Handicapped		Physically Handicapped		Reading Disabled	
No.	%	No.	%	No.	%	No.	%
(N=51)							
Macomb 23	45%	6	11%+	13	25%+	9	17%+
(N=142)							
Oakland 67	47%	34	23%	35	24%	22	15%

Figure 8
Age of Random Sample

County	Range	Median Age	% under 18	%60+
Macomb	8-89	34	32%	24%
Oakland	9-100	66	14.5%	52.6%

It should be noted that the population of active users, aged 60+ in both counties for exceeds their presence in the total population (according to the 1980 census, 12.8% of the total population in Oakland county was 60 years of age, in Macomb County, 11.9%)

The low median age of the Macomb sample (34 years) was probably a fluke of the random sample, since the median age of all 501 active users in Macomb county was 48. Again data displayed in figure 9 confirmed that blind and physically handicapped people tend to have completed fewer years of schooling than the general adult population, and that the Oakland County population, both general and handicapped is more highly educated.

Figure 9

Educational level of Random Sample Compared to General Adult Population

8th-Grade or less			12th Grade		4 years of College	
County	Sample	General Population	Sample	General Population	Sample	General Population
Macomb	8%	5+	15%	55.3%	8%	7.3%
Oakland	13%	4%	19%	63.9%	16%	16.4%

Figure 10 would seem to indicate a higher porportion of Macomb readers who live alone, rather than with family or friends, and might underscore the need in Macomb for the more personal contact provided by a subregional library.

Figure 10

Living Arrangements of Random Sample

County	Employed	Retired	Unemployed	Home-maker	Student	N/A
Macomb	0	54%	8%	8%	31%	0
Oakland	28%	41%	16%	11%	14%	5

Did the study indicate that the subregional library provided a higher quantity of service? Yes, according to the following evidence:

1) Ten percent of the estimated eligible readers in Oakland County are active readers, in comparison with 6% in Macomb County. These two figures, however, must be weighed in the light of demographic variables detailed above.

2) New readers added since 1974 (when Oakland County Sub-regional Library was established) are more numerous in Oakland than in Macomb Counties, as is documented in Figure 12:

Figure 12
Duration of Use of Library Materials
for the Blind and Physically Handicapped

County	Less Than One Year		1-7 Years		Longer Than 8 Years	
	Number	Percentage	Number	Percentage	Number	Percentage
Macomb	2	15%	6	46%	5	38%
Oakland	17	22%	50	64%	10	12%

Eighty-six percent of Oakland County users were added since the subregional library was established in March, 1974, in comparison with 61% of Macomb County users. Reports of the Oakland County subregional librarian indicate that since its establishment in 1974, the number of active readers in Oakland County has been increasing at the rate of 20-30% per year.

3) Volume of reading (average number of titles read each month) exceed the national average of 38 books per year in both Oakland and Macomb Counties. Figure 13 charts the average volume of reading in the two counties.

Figure 13
Books Read Per Month

County	1-5		6-12		More Than 12		Less Than 1 Per Month	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Macomb	4	31%	3	23%	2	15%	4	31%
Oakland	43	55%	19	24%	8	10%+	7	.09%

Fifty-four percent of Macomb users and 79% of Oakland users read between 1-12 books per month. The percentage of Macomb users who read less than one book a month was more than 3 times as large as it was in Oakland. These figures, again, must be interpreted against the demographic variables in the two counties, although they clearly document that Oakland users read more than Macomb users.

Does the presence of the subregional library improve the quality of reader guidance offered to its patrons? Several questions sought data to test this hypothesis. Respondents were asked how they selected the books they read, most of the time, and occasionally. Figure 14 charts their answers.

Figure 14
Methods Used in Selecting Books

		Most of the Time	Occasionally
Library Selects for Patron	Macomb	61.5%	15%
	Oakland	41 %	20%
Patron Requests from Bibliographies supplied by NLS	Macomb	76.9%	7.6%
	Oakland	45%	22%
Patron Selects with Personal Guidance of regional/subregional librarian	Macomb	0	0
	Oakland	6%	15%
Relative or Friend Selects for Patron	Macomb	23%	0
	Oakland	11%	11%
Local Public Librarian Advises	Macomb	7.6%	0
	Oakland	1%	3%

The evidence suggests that while users of both regional and subregional libraries depend heavily on selection done for them remotely by the librarian, and upon bibliographies provided by the National Library Service, more than one in five subregional patrons do receive some direct reader guidance, at least occasionally.

As indicated in Figure 15, the majority of handicapped patrons in both counties do not visit their libraries in person, although they are more apt to do so in Oakland county.

Figure 15
Frequency of In-Person Visits
to Regional/Subregional Library

County	Frequently	Occasionally	Seldom	Never	N/A
Macomb	0	0	7.6%	85%	7.6%
Oakland	1%	11%	31%	56%	1%

When asked why they didn't visit their library the majority of respondents in each county indicated that they felt the mail service was adequate for their needs (59% in Oakland, 77% in Macomb).

Other data collected bear out this conclusion that the Oakland county subregional has a greater degree of contact with walk-in patrons. In its monthly statistical reports, the Oakland County Library showed that they had served 67 walk-in patrons in December, 1981, 86 in Nov., 1981 and 88 in Oct., 1981. While not all of these walk-in patrons were necessarily handicapped (they could have been friends or relatives) that is a substantially greater amount of face to face contact than the Regional Library is able to provide Macomb county residents. Indeed, Margaret Wolfe of the Regional Library indicated that they see very few (perhaps one a day) walk-in patrons at the regional library in Lansing.

The study also attempted to measure the degree to which patrons received personal, professional reader guidance and information service over the telephone. Figures 16 and 17 display the data.

Figure 16
Telephone Contact With Regional/Subregional Library
Initiated by Patron

County	Frequently	Occasionally	Seldom	Never	N/A
Macomb	7.6%	15%	46%	23%	8%
Oakland	4%	36%	45%	13%	1%

Figure 17
Telephone or Mail Contact With Patron
Initiated by the Regional/Subregional Library

County	Frequently	Occasionally	Seldom	Never	N/A
Macomb	8%	46%	15%	23%	8%
Oakland	28%	40%	20%	12%	0

The majority of respondents in both counties seldom (once or twice a year) contact their library by phone; however, a sizeable portion of Oakland county users (36%) are contacting the subregional library on a steady basis of at least every three months. This amount of phone contact is confirmed by the monthly statistical reports for October, November and December, 1981 which show the number of phone calls received from patrons to be 384, 463, 369 respectively.

The same situation appears when responses are compared concerning the respondents' perception of how often the library contacts them by mail or by phone. Clearly the largest group in both counties feel that

library contacts them occasionally by phone or by mail. However this figure is a little deceptive since the Regional Library in Lansing discontinued its WATS line in January, 1981 due to budget cuts. According to Margaret Wolfe, the Regional Library no longer has any contact with its patrons unless the patron initiates it. Since telephoning (instead of in-person visits to the library) appears to be the major way in which blind and handicapped readers make personal contact with their librarian, it would follow that adequate toll free lines should have a high priority whether service is provided from a subregional or more remote regional library.

Since the majority of blind and handicapped readers depend upon the library to select for them on the basis of their reading interests stated on the initial application for service, the survey tried to measure whether individual's reading interests had broadened, changed or developed, and whether the library had been informed of these changes. In Macomb County 38% indicated that their reading interests had changed since they first applied for the service although only 23% had notified the library. In Oakland, about one-fourth reported a change in reading interest, with 15% notifying the library.

Newsletters are another way in which a library can maintain contact with its patrons. Oakland County Subregional publishes regularly a newsletter in large print. MRLB/PH stopped publication in the mid seventies. It was somewhat puzzling, therefore, that only 74% of Oakland users were aware that they were

receiving a newsletter and 46% of Macomb users were unaware that they were no longer receiving a newsletter from the Regional Library. Figure 18 details answers to a query about how useful readers found the newsletter(s).

Figure 18
Value Attached to Information in Newsletter

	Macomb	Oakland
Very Important	15%	18%
Somewhat Useful	30%	40%
Not Useful at All	7.6%	7%
Do not Receive	23%	11%
No Answer	23%	19%

The data gathered about newsletters would seem to indicate that a printed newsletter has very limited impact. It may be that a "talking" letter on cassette would be more useful.

Since, as was reported earlier, most blind and handicapped readers depend upon the librarians' selection of materials, a key question in the survey was: "If the (regional or subregional) library selects for you, how do you rate the materials they send you?" Figure 19 displays the

answers received.

Figure 19

Level of Satisfaction with Materials Selected by Library

	Excellent- Exactly what I want	Good	Fair	Poor	No Answer
Macomb	7.6%	15%	23%	0	53.8%
Oakland	27%	44%	5%	1%	19%

One can only conclude, from the above data, that subregional libraries are better able to know their patrons, and thus to chose appropriate materials for them.

In summary, data displayed in figure 20 support the hypothesis that subregional libraries encourage the use of regular public library service, although again, demographic variables must be taken into account. The minimal use of all general services of the public

Figure 20

Local Public Library Service Used During the Past Yeas

	Oakland	Macomb
a) information by telephone	25%	8%
b) I&R to resources in community	1%	0%
c) in-person reference	5%	15%
d) children's story hours	1%	0%
e) lectures/discussions/concerts	5%	0%
f) music recordings	3%	8%
no answer	57%	46%

library would seem to underscore the need for further information/promotion of these services to the blind and handicapped population.

Overall, users in both Macomb and Oakland counties express satisfaction with respect to equipment repair, and speed of service although there are some differences in the degree of satisfaction. When asked about receiving adequate instructions on how to use their equipment, the overwhelming majority in both counties felt they had received adequate instructions (93% in Oakland, 92% in Macomb), indicating that both libraries are doing a good job of instruction. Figure 21 details answers to the query about how quickly defective equipment is repaired or replaced.

Figure 21

Speed of Equipment Repair/Replacement

Time Interval	Macomb	Oakland
Within a week	23%	37%
Within 2 weeks	15%	16%
Within a month	7.6%	2%
Longer than a month	7.6%	0%
My equipment has never broken down	23%	38%
No answer	31%	7%

Figures 22 and 23 chart responses to questions about speed of delivery of books:

Figure 22

Time Between Requesting and Receiving a Book

County	Less than a week	1-2 weeks	Over 2 weeks	N/A
Macomb	31%	31%	15%	23%
Oakland	45%	35%	5%	13%

Given the fact that the Regional Library has a 24 hour turn around time on mailing books out, it is probably a reflection on the postal system that 31% of the Macomb users wait one to two weeks to receive another book.

Figure 23

Level of Satisfaction with Speed of Delivery of Books

County	Satisfied	Somewhat Dis-satisfied	Very Dis-satisfied	Speed not important	N/A
Macomb	54%	15%	0	8%	23%
Oakland	83%	3%	3%	3%	9%

The 23% who didn't answer this question in Macomb matches the 23% of those users who didn't answer when asked how long it took to receive a book from the time one was mailed back. In general Oakland county residents tend to be more pleased with the speed of delivery than are Macomb residents although a majority in both counties are satisfied.

Differences in overall satisfaction with library services are more apparent between the users of subregional and regional library service, as indicated by the answers to the question: "Overall, how satisfied are you with your library service?". (Figure 24).

Figure 24

Overall Satisfaction With Library Service

County	Very Satisfied	Satisfied	Un-satisfied	Very Dis-satisfied	N/A
Macomb	31%	62%	0	0	8%
Oakland	75%	21%	1%	0	3%

When asked for suggestions on how service might be improved, 76% of Macomb County and 48% of Oakland respondents had no suggestions to offer. Suggestions from Macomb were as follows: "A number of records are defective, or some records in a book are missing; a que arm on the record player would be helpful"; "a needed text for school not always supplied as requested; "articles in periodical recordings should be separated as in commercial albums," "(would like) more women's magazines and non-returnable cookbooks," ("would like) catalogs of past and current books on cassette".

From Oakland County, 4 users complained of damaged recordings or tapes, one of an inferior tape recorder. Two patrons wished the subregional library were located more centrally, on a bus line so that they could visit in person. One asked for Saturday hours. One patron would like Talking Book Topics on cassette, another would like direct access to the recording for the Blind to obtain books of specialized interest. "Longer books in Braille" were requested. Four readers complained: "I never receive the books I request" or "less substitutions to my request list" Two suggestions were for more classics, two for more non fiction (instead of "just leisure reading material"), two for more recent novels, two for a wider selection of materials in general.

In addition to the respondents in both counties who made no suggestions for improved service (and thus might be inferred to be satisfied) several Oakland County respondents wrote such comments as: "Excellent service," "I am very impressed", "I can't imagine anything better," "Library does a good job," "Don't know how they could improve," and "The librarians have taken a personal interest in me. They have given me a new life and I do not know what I would do without them."

From the information available at this time it appears that the hypothesis that the subregional library is more effective in forming liaisons with community agencies and organizations is true. According to annual reports of the Oakland County Subregional Library, a library representative spoke before 78 groups totaling 2,313 people in 1979/80 and 101 groups totaling 1,862 people in 1980/81. In addition, mass mailing were sent to 150 certifying authorities in Oakland county and to 27 Oakland County Lion's Clubs in 1979/80. While comparable data from the Regional Library is not available at this time, Margaret Wolfe has indicated that public relations and promotional activities at the State level have almost reached a standstill because of financial constraints. Another indication that the subregional library is more effective in its promotional activities can be inferred from the questions dealing with how library patrons found out about the service. The answers are detailed in Figure 25.

Figure 25

Source of Information About Library Service to the
Blind and Physically Handicapped

	Macomb	Oakland
a) from a friend or relative	23%	43%
b) from a radio or TV announcement	7.6%	3%
c) from a newspaper or magazine	7.6%	4%
d) from a local service organization	15%	12%
e) from a doctor, nurse or social worker	23%	17%
f) from school	15%	13%
g) from your local public library	0%	4%

The fact that Oakland county resident were most likely to hear about the service from a friend or relative may indicate that the Oakland County Subregional Library is doing a better job of informing the community at large and particularly those groups/ individuals concerned with the blind and physically handicapped that such a service exists. Both the regional and subregional libraries recruit and use volunteers. One might assume that the 12 volunteers currently serving at the subregional library in Farmington would not be available unless they could serve in their own area.

Summary

In summary, data collected in the comparative study of the effectiveness of service to blind and handicapped readers in Oakland and Macomb counties has proven valid the 3 hypotheses tested about subregional library service. The subregional library does improve the quality and quantity of library service available to this group, it does, in a modest way encourage the mainstreaming of handicapped users into regular community library service, it does attract more new readers and it does provide closer and more intense liaison with other community agencies working with the handicapped.

Recommendations

Data gathered during the pilot project suggests the following recommendations:

- 1) The methodology used was effective, and feasible, and might be extended by the MRLB/PH to evaluate the remaining nine subregional libraries in Michigan,
- 2) Subregional library service should be expanded to cover the remaining portions of the state of Michigan,
- 3) Research should be conducted on optimum sized and political boundaries for subregional libraries,
- 4) Sources of secure funding should be found for subregional libraries,
- 5) Some guidelines, or a contract, be outlined to insure minimum standards of service at the subregional level,
- 6) Printed newsletters as a way of communicating with blind and handicapped readers should be reconsidered,
- 7) Public libraries in Michigan should be encouraged to work more closely with subregional libraries to encourage local use,
- 8) Library information/referral services should be publicized to blind and handicapped users and to their families.

- 9) Because readers do not always report changes in reading interest, it is important for libraries periodically to update files about current reading interests.
- 10) A study should be undertaken on the impact of a subregional library upon the image of the local library in the total community.

Appendix

- A. Library Service to the Blind and Physically Handicapped:
A Selective Bibliography
- B. Glossary of Terms
- C. Map of Areas Served by Michigan Regional Library for the
Blind and Physically Handicapped and Subregionals
- D. Completed Questionnaire and Cover Letter - Oakland County
- E. Completed Questionnaire and Cover Letter - Macomb County
- F. Legislation Proposed by Michigan Library Association Task
Force on Blind and Physically Handicapped Libraries

Library Services to the Blind and Physically
Handicapped: A Selected Bibliography

American Library Association. Association of Specialized and Cooperative Library Agencies. Standards of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped. Chicago: ALA, 1980.

These replace 1966 Standards for Library Service for the Blind and Physically Handicapped. They include standards of administration, resource development, user services and public education.

ALA World Encyclopedia of Library and Information Services, 1980 ed. S.V. "Services to Handicapped."

Delineates the handicapped served by the NLS through 56 regional and 101 subregional libraries since 1978. Innovative ideas of research and development describe recently designed reading machines, cassettes, and talking books.

Allen, Arthur. "Survey Results: Dupage Library System Subregional Library for the Blind and Physically Handicapped." Illinois Libraries 59 (April, 1977): 269-71.

The primary purpose of this user survey was to test the value of printed surveys as a means of gathering information from handicapped readers. The author had a 19% return rate -- somewhat higher than expected. Conclusions were that the main advantages of large print surveys were that they were relatively inexpensive, less time consuming and a relatively small intrusion of a person's privacy. Disadvantages were that many were unable to read or fill out the questionnaire without help. Other useful findings included: 7 out of 10 respondents were 50+, 3 out of 4 were visually impaired, about 1/3 were unable to read large print, the majority (38.9%) learned of the service from friends or relatives, 1/3 read more than 8 books/month, 71.4% of physically handicapped respondents read no more than one book per month and that they showed a greater tendency to be dissatisfied.

Ames, Jan. "Libraries Serving Handicapped Users Share Resources." Catholic Library World 52 (February 1981): 297-300.

The NLS for the Blind and Physically Handicapped has provided cooperative sharing of materials and information since the program was started in 1931. NLS can produce only a small percentage of titles into braille or recorded format. Therefore, agencies throughout the country braille and tape materials to meet local needs in order to supplement the basic collection. NLS also acts as a clearinghouse for information, ideas, and events throughout the regional library network.

Asp, William G. "Minnesota Library for the Blind and Physically Handicapped." Minnesota Libraries 25 (Summer 1978): 326-27.

The article describes materials and equipment available for use by the blind and physically handicapped, the number of staff members available to assist the patrons, and circulation procedures of the Minnesota Library. Includes a series of questions and answers on library service to this special group. The questions provide information about the eligibility of disabled persons, the cost of services, and the types of services available.

Berkowitz, Marvin. Current Issues in Library Service for People with Limitations in Print Reading. New York, National Foundation for the Blind, 1979.

Reports several studies about the degree of use of the regional library network by eligible handicapped people. Explores such issues as library administration, service delivery, reaching users, and details research findings and future plans.

Bray, Robert S. "Library Service to the Blind and Physically Handicapped" in Encyclopedia of Library and Information Science, v. 2, New York: Marcel Dekker, 1969, pp. 624-37.

A thorough discussion of the Library of Congress Division for the Blind and Physically Handicapped -- its history and services. Also discussed is the regional library system and many current problems (as of 1969). Although it predates subregionalization, the bibliography and appendix of organizations are excellent.

Casey, Genevieve M. The Ohio Cassette Book Project: An Investigation of User Satisfaction. Detroit: Wayne State University, 1973.

This investigation of user satisfaction with cassette books as opposed to talking books or reel-to-reel is useful in describing the methodology used in a survey with visually handicapped people. Appendixes include a sample survey and sample script of the explanation of the project.

Coyle, Michael P. "Rebuttal on Subregionals". American Libraries 7 (October 1976): 566.

Points out that Mr. Cylke's proposal for public libraries to improve their image by becoming subregional libraries at little or no cost is an oversimplification. Feels money taken by subregionals could jeopardize the services of the regional. Advocates that any public library interested in becoming a subregional library should check with their regional library to get a clear understanding of what is involved.

Cylke, F.K. "Free National Program to Beef Up Services for Blind and Handicapped." American Libraries 7 (July 1976): 466-67.

The article describes the free national program coordinated by the Library of Congress Division for the Blind and Physically Handicapped (DBPH) by which a public library can become a DBPH subregional library. A brief history of the DBPH program is given from its inception to the more recent regional concept. In addition, the special library services provided by a subregional library are described.

Cylke, F.K. "Library Service for the Blind and Physically Handicapped: Yesterday-Today-Tomorrow". Illinois Libraries 57 (Sept. 1975): 447-50.

A chronological overview of public library service for the blind beginning in the late 1800's up to the present day. Covered are the development of regional and subregional libraries as well as technological advancements. Good bibliography.

Cylke, F.K. and Lovejoy, E.G. "National Library Service for the Blind and Physically Handicapped" in Bowker Annual of Library and Book Trade Information, 25th ed., New York: R.R. Bowker, 1980, pp. 99-105.

A brief historical perspective of the regional and subregional library network for the blind and physically handicapped. The trend towards decentralization is seen as consistent with the Rehabilitation Act of 1973 stressing rights of access for the handicapped. Also discussed are the sources of funds for federal, state, and local service as well as type of service, volume of use, and locations of regional libraries.

Dresang, Eliza T. "Mainstreaming all Children". Wisconsin Library Bulletin 74 (March/April 1978): 68-70.

Good article about bringing the handicapped into public libraries. Profiles several libraries who have effectively mainstreamed handicapped children into library activities and services, some of the programs they used, and the overall success of the venture.

Drexel Library Quarterly, Volume 16, April 1980.

The entire issue brings together specialized knowledge from both the rehabilitation and information fields. An article dealing with training of information professionals to serve the handicapped is written by Elizabeth Stone. Velleman outlines background of information service to handicapped with details on legislation, attitudes, and physical barriers. Roth's article reports on the state of information and referral services to the disabled, emphasizing need for public library reference service or informational referral centers. Current developments in electronic technology are discussed by Cylke and coauthors.

Ensley, Robert F. "State Library Agencies and the Provision of Library Services for Blind and Handicapped Persons." Catholic Library World 52 (November 1980): 150-154.

Deals with common issues which face all states in planning the extent and style of library services for blind and physically handicapped individuals, including: Is library service for BPH persons a local library service or a national library service? What should be the role of the state in this program? In response to these issues, guidelines developed by the Association of State Library Agencies concerning proper state library agency administration of this service are described. The most important criteria is integration of library services for BPH into the state's mainline library services.

Evensen, R.H. and Levering, M.B. "Blind and Physically Handicapped: Services Are 500 Percent Better." American Libraries 10 (June 1979): 373.

Automation has provided vital improvements to the NLS program. The four-track cassette books provides six hours of listening. Press-braille production has been speeded up. Further studies, experimental projects, and design and development efforts are detailed. Promised additional improvements in the future will maximize the level of service and can only increase user participation.

HRLSD Journal, Volume 2, Fall 1976.

This issue of HRLSD Journal focuses on the reading and information needs of the blind and physically handicapped and suggests ways in which the needs should be met.

The following articles are included in this issue:

- Hunsucher, C.K. "Public Library Service to Blind and Physically Handicapped Children." pp. 3-5.

Discusses ways to include handicapped children in the activities of local public libraries such as including them in summer library programs, and keeping a collection of materials from the nearest library for the BPH.

- Merrilyn Gibson. "Aids and Appliances for the Blind and Physically Handicapped." pp. 15-16.

Includes a selective bibliography of aids and appliances designed for use by the disabled.

- Lappin, C.W. "School Books for the Blind and Physically Handicapped Child." pp. 5-7.

Founded in 1858, the American Printing House for the Blind is the oldest agency for the blind in the U.S. It is devoted to the development, evaluation, and manufacture of educational aids for the use of the handicapped. The article describes the various materials and products of the Instructional Materials Reference Center, American Printing House for the Blind. A bibliography is included.

- Wilson, B.L. "Vocational Materials: Needs Assessment - An Interim Report." pp. 9-12.

The Library Services to the Blind and Physically Handicapped Section of the Health and Rehabilitative Services Division of the ALA established an ad hoc committee to assess the need for vocational materials by employed handicapped persons. A pilot survey was conducted. The methodology and results are discussed. The results show a great need for materials in non-print formats.

Illinois Libraries, Volume 57, September 1975.

This issue focuses on the needs of and services for the developmentally disabled, physically handicapped, and emotionally disturbed. The informed articles written by workers in the field deal with types of service, description of equipment, personnel training, and the network approach. Included are articles on local public library responsibility or service to the blind and handicapped, by Ellen Zable, on multistate centers by Katherine Jackson, and on the Illinois network of local public, sub-regional, regional and national library services by Robert Ensley.

- Jahoda, Gerald. "Suggested Goals for Public Library Service to Physically Handicapped Persons." R.Q. 20 (Winter 1980): 149-54.

The ALA standards for public library systems, the ALA standards for NLS network libraries, and the results of a national survey of public library service to the physically handicapped have suggested goals for library service to handicapped persons in public libraries serving 25,000 or more. The goals, along with their rationale, are discussed in terms of resources, facilities, services, staffing, use of volunteers, liaison with agencies serving handicapped persons, and involvement of handicapped persons in the planning and evaluation of library service intended for them.

- Kamisar, H. and Pollet, D. "Talking Books and the Local Library." Library Journal 99 (September 15, 1974): 2123-2125.

Describes special library services to the blind and physically handicapped provided by two subregional libraries: Huntington Public Library in New York and Virginia Beach Public Library in Virginia. The success of various projects and programs developed by these two subregional libraries and advantages of offering library services at the subregional level are outlined.

- Kamisar, H. and Pollet, D. "Those Missing Readers: The Visually and Physically Handicapped." Catholic Library World 46 (May 1975): 426-31.

Historical and functional overview of National Library Services are described. Explains the role that the federal, state, and local libraries play in this system. Also discusses method used to identify handicapped in order to justify and plan an expanded scope of service. All known sources of current

national data on handicapping conditions were consulted. Although study is incomplete, it documented that there is a sizable body of handicapped readers everywhere. Points to invaluable subregional role in this network of services.

"LC Conducts Braille Reader Survey." New Outlook for the Blind (March 1975): 131.

Survey to aid LC DBPH in carrying out its policy and program planning responsibilities. 40% return on questionnaires indicates readers' interest in nature and scope of library services offered. Statistics highlighted reader characteristics and preferences. Regional libraries are major retrieval source. Three-quarters of the 1,700 braille readers approve library's service.

Prentiss, Sam. Improving Library Services to the Blind, Partially Sighted and Physically Handicapped in New York State: A Report for the Assistant Commissioner for Libraries. Albany, N.Y.: State Education Dept., Division of Library Development, 1973.

This report describes the current state of library service in New York and recommends improvements, i.e. strengthening subregional library service. Particularly useful is the chapter which examines the assumptions of service to the blind, and the appendix which lists the responsibilities of the subregional as detailed in the Regional Library Manual.

Prescott, Katherine. "New Standards for Library Service to the Blind and Physically Handicapped." Catholic Library World 52 (November 1980): 160-3.

The new standards of Library Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped are discussed. These standards reflect many new dimensions in the program resulting from a growth in the number of users due to extended eligibility under P.L. 89-522, technological developments such as cassettes and high-speed tape duplicating, and the recent movement toward independence by the BPH. The discussion of the standards is broken down into four areas: administration, resource development, service to users, and public education and information. References are included.

Reading with Print Limitations: Executive Summary, Vol. 1 from the series "A Survey to Determine the Extent of the Eligible User Population not Currently Being Served or Not Aware of the Programs of the Library of Congress National Library Service for the Blind and Physically Handicapped", New York: American Foundation for the Blind, 1979.

A survey that seeks to identify the characteristics of users vs. non-users of regional and subregional library service. Very useful in developing a user profile.

Strom, Maryalls G. Library Service to the Blind and Physically Handicapped. Metuchen, N.J.: Scarecrow Press, 1977.

Valuable background source on various aspects and problems of service to the blind. Particularly useful in their discussion of subregional libraries are the chapters entitled "Information Center Profile: LC Division for the Blind and Physically Handicapped" and "Talking Books and the Local Library: How L.C.'s Network Helped Two Libraries Build Strong Services." Appendices include a list of all regional and subregional libraries in the country and a bibliography of additional reading.

Tegler, Patricia. "Enabling Librarians to Serve the Disabled." American Libraries 11 (April 1980): 217.

Compilation of recently published books and articles dealing with library service to the disabled.

Tennessee State Library and Archives. Subregional Library Program for the Blind and Physically Handicapped: A Feasibility Study. Nashville, TN: Tennessee State Library and Archives, 1979.

This feasibility study was conducted to determine whether or not to develop subregional library service in Tennessee. The State Library conducted a survey of states with and without subregional services to determine effectiveness, what services were best offered at what levels, characteristics of subregionals, and amount of use. They found that there has been no discernible pattern to subregional growth and development and that there was no related research to assess regional vs. subregional library service. Other findings included: greatest growth of subregionals was 1968-75 with 77% of subregional begun in this period, found little use of regular library services in library the subregional was in, that "walk-in" service was minimal in both types of libraries. Directors of regional libraries in subregional state their greatest strength was bringing service closer to the patron and their weaknesses were in funding and administration.

United States Library of Congress, Division for the Blind and Physically Handicapped. Comparison of Readers Served to Eligible Population in States with Subregional Libraries and in States with no Subregional Libraries. (May 2, 1977)

A statistical report that found that states with four or more subregional reached 19.32% of potential users as compared to 13.6% of states with no subregionals. The Michigan figure was 17.80% with seven subregionals at the time of the study.

Velleman, R.A. "Library Service to Disabled People: A State of the Art Report for the 1970's." (In Bowker Annual of Library and Book Trade Information, 1980, pp. 53-65).

The report provides valuable background information about an important group in our population: the disabled. The past ten years have witnessed great changes in the lives of disabled people. Changing social conditions have required that old stereotypes be discarded and new attitudes be developed toward this special group.

To serve the needs of this special group, new services have been developed in the areas of special education and rehabilitation librarianship. This requires a knowledge of special information needs and reading interests of handicapped individuals as well as architectural and technical modifications necessary for disabled people to utilize libraries. A discussion of public library service is included.

Throughout the report references are made to associations, institutions, and various publications which provide additional information about library service to the disabled.

Velleman, Ruth. Serving Physically Disabled People: An Information Handbook for Libraries. New York: Bowker, 1979.

Sensitively defines and describes specific physical disabilities and the psychological and social responses to them. Suggests materials for additional reading and library collection building. Checklist of do's and don't's for working with the disabled. Special needs for blind and deaf patrons outlined. Annotated lists and appendices providing names and addresses of agencies offering assistance to the disabled.

Wessels, Michael B. Study of Braille and Talking Book Program in Ohio: Final Report to the State Library Board of Ohio, 1979.

A feasibility study that recommended that Ohio continue its present system of two regional libraries. Investigation found that the strengths of the regional library -- comprehensive collection, experienced staffs, automated circulation systems, centralized record-keeping and administration and efficient mail service -- outweighed the greatest advantage of subregionals, greater, more personal reader contact. Also determined that SRL walk-in services not used greatly by the blind, that collections are often minimal and funding is frequently a problem. It was felt that decentralization would cost more in terms of staff, training, administration, etc. but would not guarantee better service.

Wright, Kieth. Library and Information Services for Handicapped Individuals. Littleton, Colo.: Libraries Unlimited, Inc., 1979.

Philosophically describes in depth various groups of the handicapped and laws affecting them. Acronyms and organizations appended.

Zimmerman, Alan. "Who Uses the Regional Library," Wisconsin Library Bulletin 69 (Sept. - Oct., 1973): 274-276.

Use of the library in Wisconsin is examined in terms of user age, sex, education, type of disability. Disabled users are compared to total users -- county population figures are a percentage of total state population. Considerations are similar to the Wayne State study.

Appendix B

GLOSSARY OF TERMS

Active Readers: Individuals and/or deposit collections in institutions served at least once during the current fiscal year with books or magazines.

ASCLA: Association of Specialized and Cooperative Library Agencies of the American Library Association.

Blindness: Visual acuity of 20/200 or less in the better eye with correcting glasses, or the widest diameter of visual field subtending an angular distance no greater than 20°.

Deaf-Blind: Severe auditory impairment in combination with legal blindness.

Eligible Persons: Any person unable to read normal print due to a physical limitation.

Estimated Eligible Population: 1.4% of the total population. The estimate of blind and physically handicapped potential users is based on a survey conducted by the Library of Congress, National Library Service for the Blind and Physically Handicapped.

Free Matter for the Blind or Handicapped: Government subsidized mail service for the Blind and Physically Handicapped.

LSCA: Library Services and Construction Act.

Minimum Collection: One copy each of the current and immediate past year's production of recorded books per 300 readers served.

NLS: National Library Service for the Blind and Physically Handicapped, Library of Congress.

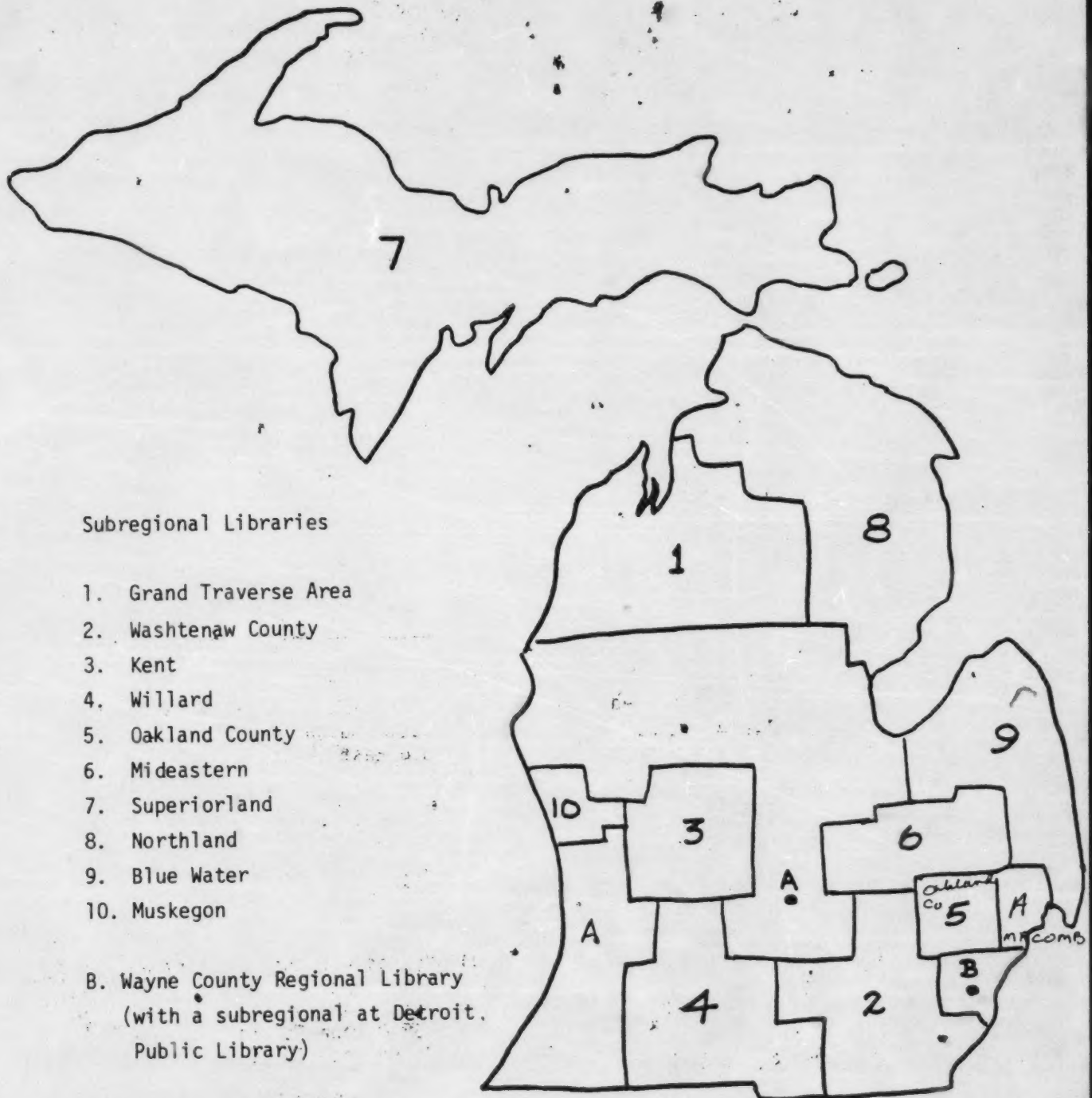
Reading Disability: Organic dysfunction of sufficient severity to prevent reading printed material in a normal manner.

Regional Library for the Blind and Physically Handicapped: A library, usually a unit of the state library, serving all or part of the state, in cooperation with the National Library for the Blind and Physically Handicapped. Regional Libraries for the Blind and Physically Handicapped maintain in-depth collections and coordinate subregional libraries sharing knowledge (to whomever) in Library Service to the Blind and Physically Handicapped.

Subregional Library: A public library designated by the regional library, with the approval of the National Library Service for the Blind and Physically Handicapped of the Library of Congress, to provide service to the residents of a specified area of the regional library's total jurisdiction. A subregional library serves a minimum of 200 readers in cooperation with the regional library.

Telephone Pioneers: Volunteers, usually retired from the telephone company, who ensure the maintenance and repair of handicapped equipment used in service to the Blind and Physically Handicapped.

Visual Handicap: Lack of visual acuity to read standard printed materials without special aids or devices other than regular glasses.



A = areas served by the State Library Services / Library for the
Blind and Physically Handicapped.

5 = Oakland County Subregional Library

STATE OF MICHIGAN



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Dear Patron:

We need your help. A graduate research class from Wayne State University Library School is conducting a survey comparing library service at the Regional Library in Lansing with Subregional Library service in Oakland County. We would appreciate it if you would take a few moments to complete the enclosed questionnaire and return it to Wayne State University in the self-addressed envelope which is provided for your convenience. Your response will be kept confidential.

Thank you for taking the time to complete this survey. Your answers will help us provide you with better library service.

Sincerely,

Handwritten signature of Julie A. Nicol in cursive script.

Julie A. Nicol
Regional Librarian

Handwritten signature of Carole Hund in cursive script.

Carole Hund
Subregional Librarian



WAYNE STATE UNIVERSITY

COLLEGE OF EDUCATION

DETROIT, MICHIGAN 48202

DIVISION OF LIBRARY SCIENCE

IN COOPERATION WITH THE REGIONAL LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED IN LANSING, AND THE OAKLAND COUNTY SUB-REGIONAL, A CLASS OF WAYNE STATE UNIVERSITY LIBRARY SCIENCE STUDENTS ARE CONDUCTING A PILOT STUDY ON THE EFFECTIVENESS OF SUB-REGIONAL LIBRARIES. AS AN ACTIVE USER OF LIBRARY SERVICES FOR THE BLIND AND PHYSICALLY HANDICAPPED, YOU ARE VITAL TO THIS STUDY. YOUR INDIVIDUAL RESPONSES WILL BE KEPT IN CONFIDENCE, AND WILL BE REPORTED ONLY IN STATISTICAL SUMMARY.

PLEASE CHECK THE RIGHT ANSWER OR ANSWERS

1. DO YOU USE
 - A. REGIONAL LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED IN LANSING 1
 - B. OAKLAND COUNTY SUB-REGIONAL LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED IN FARMINGTON 60 (79%)
 - C. BOTH LIBRARIES 16 (20%)
2. HOW LONG HAVE YOU USED MATERIALS FOR THE BLIND & PHYSICALLY HANDICAPPED?
 - A. LESS THAN ONE YEAR 17 (22%)
 - B. 1-7 YEARS 52 (64%)
 - C. LONGER THAN 8 YEARS 10 (12%)
3. ON AN AVERAGE, HOW MANY BOOKS DO YOU READ PER MONTH?
 - A. 1-5 43 (55%)
 - B. 6-12 19 (24%)
 - C. MORE THAN 12 8 (10%)
 - D. OTHER (PLEASE SPECIFY) 7 (Less than one per month)

4. ON AN AVERAGE, HOW MANY MAGAZINES, DO YOU READ PER MONTH?

- A. 1-5 41 (53%)
 B. 6-12 7 (9%)
 C. MORE THAN 12 0
 D. OTHER (PLEASE SPECIFY) 21 (27%) (Less than one per month)
 N.A. 2

5. HOW DID YOU FIRST HEAR ABOUT THE LIBRARY SERVICE FOR THE BLIND & PHYSICALLY HANDICAPPED?

- A. FROM A FRIEND OR RELATIVE 34 (44%)
 B. FROM A RADIO OR TV ANNOUNCEMENT 2
 C. FROM A NEWSPAPER OR MAGAZINE 3
 D. FROM A LOCAL SERVICE ORGANIZATION 10 (12%)
 E. FROM A DOCTOR, NURSE OR SOCIAL WORKER 13 (16%)
 F. FROM SCHOOL 10 (12%)
 G. FROM YOUR LOCAL PUBLIC LIBRARY 3
 H. FROM ANOTHER SOURCE (PLEASE SPECIFY) 9 (11%)

6. HOW DO YOU SELECT THE BOOKS YOU READ? PLEASE CHECK ALL OF THE APPROPRIATE CHOICES.

- | | MOST OF THE TIME | OCCASIONALLY |
|--|------------------|-----------------|
| A. THE LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED SELECTS THEM FOR ME ON THE BASIS OF MY INTERESTS AS STATED ON MY APPLICATION FOR SERVICE | <u>32</u> (41%) | <u>16</u> (20%) |
| B. I REQUEST MATERIALS LISTED IN TALKING BOOK TOPICS AND OTHER BOOK LISTS SENT TO MY HOME | <u>35</u> (45%) | <u>17</u> (22%) |
| C. I SELECT THEM WITH THE HELP OF A REGIONAL (OR SUB-REGIONAL) LIBRARIAN WHOM I CONTACT IN PERSON OR ON THE TELEPHONE | <u>5</u> | <u>12</u> (15%) |
| D. A RELATIVE OR FRIEND SELECTS THEM FOR ME | <u>9</u> (11%) | <u>9</u> (11%) |
| E. I REQUEST MATERIALS SUGGESTED BY MY LOCAL PUBLIC LIBRARIAN | <u>1</u> | <u>3</u> |
| F. ANOTHER WAY (PLEASE SPECIFY) | <u>4</u> | <u>0</u> |
- N.A. 3

7. HAVE YOUR READING INTERESTS CHANGED SINCE YOU FIRST APPLIED FOR THE SERVICE?

- A. YES 20 (25%)
 B. NO 54 (67%)
 N.A. 3

8. HAVE YOU NOTIFIED THE LIBRARY OF YOUR CHANGING INTEREST?

- A. YES 12 (15%)
 B. NO 39 (50%)
 N.A. 26 (33%)

9. IF THE (REGIONAL OR SUB-REGIONAL) LIBRARY SELECTS FOR YOU, HOW DO YOU RATE THE MATERIALS THEY SEND YOU?

- A. EXCELLENT - EXACTLY WHAT I WANT 21 (27%)
 B. GOOD 34 (44%)
 C. FAIR 5
 D. POOR 1

N.A. 15 (19%)

10. DO YOU RECEIVE A NEWSLETTER FROM THE LIBRARY?
 A. YES 57 (74%)
 B. NO 18 (23%)
 N.A. 2
11. HOW USEFUL DO YOU FIND THE INFORMATION IN THE NEWSLETTER?
 A. VERY IMPORTANT 14 (18%)
 B. SOME WHAT USEFUL 31 (40%)
 C. NOT USEFUL AT ALL 6
 D. I DO NOT RECEIVE A NEWSLETTER 9 (11%)
 N.A. 15 (19%)
12. IF YOU HAVE A REQUEST, QUESTION OR COMPLAINT, HOW DO YOU CONTACT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED?
 A. BY PHONE 64 (83%)
 B. BY MAIL 12 (15%)
 C. BY VISITING THE LIBRARY IN PERSON 14 (18%)
 N.A. 7
13. HOW OFTEN DO YOU VISIT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED IN PERSON?
 A. FREQUENTLY (SEVERAL TIMES A MONTH) 1
 B. OCCASIONALLY (AT LEAST EVERY THREE MONTHS) 8 (10%)
 C. SELDOM (ONCE OR TWICE A YEAR) 23 (29%)
 D. NEVER 44 (57%)
 N.A. 1
14. HOW OFTEN DO YOU CONTACT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED LIBRARY BY TELEPHONE?
 A. FREQUENTLY (SEVERAL TIME A MONTH) 3
 B. OCCASIONALLY (AT LEAST EVERY 3 MONTHS) 28 (36%)
 C. SELDOM (ONCE OR TWICE A YEAR) 62 (80%)
 D. NEVER 10 (12%)
 N.A. 1
15. IF YOU SELDOM OR NEVER VISIT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED, IS IT BECAUSE
 A. MAIL SERVICE IS ADEQUATE FOR MY NEEDS 45 (58%)
 B. I LACK TRANSPORTATION TO THE LIBRARY 16 (20%)
 C. THE LIBRARY BUILDING IS PHYSICALLY INACCESSIBLE TO ME 3
 D. THE LIBRARY'S HOURS ARE NOT CONVENIENT FOR ME 0
 E. OTHER REASONS (PLEASE SPECIFY) 7
 N.A. 9
16. HOW OFTEN DOES YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED CONTACT YOU, EITHER BY MAIL OR BY PHONE?
 A. FREQUENTLY 21 (28%)
 B. OCCASIONALLY 31 (40%)
 C. SELDOM 15 (19%)
 D. NEVER 10 (12%)
17. WHAT IS YOUR LOCAL PUBLIC LIBRARY? _____
18. HAVE YOU EVER VISITED YOUR LOCAL PUBLIC LIBRARY?
 A. YES 51 (69%)
 B. NO 24 (31%)
 N.A. 2

19. HAVE YOU USED ANY OF THE FOLLOWING SERVICES OF YOUR LOCAL PUBLIC LIBRARY WITHIN THE LAST YEAR? PLEASE CHECK ALL THAT APPLY?
- A. INFORMATION BY TELEPHONE 19 (24%)
 - B. INFORMATION/REFERRAL TO RESOURCES IN THE COMMUNITY 7
 - C. IN-PERSON REFERENCE SERVICE 4 (5%)
 - D. CHILDREN'S STORY HOURS 1
 - E. LECTURES/BOOK/FILM DISCUSSIONS/CONCERTS 4 (5%)
 - F. MUSICAL RECORDINGS FOR LOAN 2
 - G. OTHER (PLEASE SPECIFY) 13
NA 30
20. FROM THE TIME YOU MAIL A BOOK BACK, OR REQUEST A BOOK HOW LONG DOES IT USUALLY TAKE BEFORE YOU RECEIVE IT?
- A. LESS THAN A WEEK 35 (45%)
 - B. 1-2 WEEKS 27 (35%)
 - C. OVER TWO WEEKS 4 (5%)
NA 11
21. HOW DO YOU FEEL ABOUT THE TIME IT TAKES TO RECEIVE BOOKS?
- A. SATISFIED WITH SPEED 63 (83%)
 - B. SOMEWHAT DISSATISFIED 2
 - C. VERY DISSATISFIED - DELIVERY IS MUCH TOO SLOW 3
 - D. SPEED NOT IMPORTANT SINCE I HAVE A BACKLOG OF BOOKS 2
NA 7
22. DO YOU FEEL THAT YOU RECEIVED ADEQUATE INSTRUCTIONS ON HOW TO USE THE RECORD PLAYER AND CASSETTE TAPE PLAYER?
- A. YES 71 (92%)
 - B. NO 0
NA 6
23. WHEN THE EQUIPMENT DOES NOT FUNCTION, HOW QUICKLY IS IT REPAIRED OR REPLACED?
- A. WITHIN A WEEK 29 (37%)
 - B. WITHIN 2 WEEKS 10 (16%)
 - C. WITHIN A MONTH 2
 - D. LONGER THAN A MONTH 0
 - E. MY EQUIPMENT HAS NEVER BROKEN DOWN 30 (38%)
NA 6
24. OVERALL, HOW SATISFIED ARE YOU WITH YOUR LIBRARY SERVICE?
- A. VERY SATISFIED 57 (74%)
 - B. SATISFIED 17 (22%)
 - C. UNSATISFIED 1
 - D. VERY DISSATISFIED 0
NA 2
25. WHAT SUGGESTIONS WOULD YOU MAKE ON HOW THE LIBRARY CAN BETTER SERVE YOUR INTERESTS.

NOW WOULD YOU TELL US A LITTLE ABOUT YOURSELF, TO
HELP US PROFILE USERS OF LIBRARY SERVICE TO THE
BLIND & PHYSICALLY HANDICAPPED?

26. HIGHEST GRADE COMPLETED IN SCHOOL

- A. 8TH GRADE OR LESS 11 (14%)
- B. 8-11 GRADE 15 (19%)
- C. 12TH GRADE 14 (18%)
- D. SOME POST SECONDARY 10 (13%)
- E. 4 YEARS COLLEGE 11 (14%)
- F. GRADUATE DEGREES 6
- G. OTHER (PLEASE SPECIFY) 4

27. Do YOU LIVE

- A. ALONE 13 (16%)
- B. WITH FAMILY OR FRIENDS 57 (74%)
- C. IN A NURSING OR RETIREMENT HOME 2
- D. OTHER (PLEASE SPECIFY) 1

28. SEX

- A. MALE 33 (42%)
- B. FEMALE 41 (53%)

29. ARE YOU

- A. EMPLOYED 22 (28%)
- B. RETIRED 32 (41%)
- C. UNEMPLOYED 13 (16%)
- D. A HOMEMAKER 9 (11%)
- E. A STUDENT 11 (14%)

NA 5

PLEASE RETURN COMPLETED QUESTIONNAIRE IN THE ATTACHED
ENVELOPE TO GENEVIEVE CASEY, PROFESSOR, WAYNE STATE
UNIVERSITY, DETROIT, MICHIGAN 48202, BEFORE MARCH 25, 1982



PHILLIP E. RUNKEL
Superintendent
of Public Instruction

DEPARTMENT OF EDUCATION
STATE LIBRARY SERVICES

P.O. Box 30007, Lansing, Michigan 48909

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Ex-Officio

Dear Patron:

We need your help. A graduate research class from Wayne State University Library School is conducting a survey comparing library service at the Regional Library in Lansing with Subregional Library service in Oakland County. We would appreciate it if you would take a few moments to complete the enclosed questionnaire and return it to Wayne State University in the self-addressed envelope which is provided for your convenience. Your response will be kept confidential.

Thank you for taking the time to complete this survey. Your answers will help us provide you with better library service.

Sincerely,

Julie A. Nicol
Regional Librarian



WAYNE STATE UNIVERSITY

COLLEGE OF EDUCATION

DETROIT, MICHIGAN 48202

Macomb
N=13

DIVISION OF LIBRARY SCIENCE

IN COOPERATION WITH THE REGIONAL LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED IN LANSING, AND THE OAKLAND COUNTY SUB-REGIONAL, A CLASS OF WAYNE STATE UNIVERSITY LIBRARY SCIENCE STUDENTS ARE CONDUCTING A PILOT STUDY ON THE EFFECTIVENESS OF SUB-REGIONAL LIBRARIES. AS AN ACTIVE USER OF LIBRARY SERVICES FOR THE BLIND AND PHYSICALLY HANDICAPPED, YOU ARE VITAL TO THIS STUDY. YOUR INDIVIDUAL RESPONSES WILL BE KEPT IN CONFIDENCE, AND WILL BE REPORTED ONLY IN STATISTICAL SUMMARY.

PLEASE CHECK THE RIGHT ANSWER OR ANSWERS

1. DO YOU USE

- A. REGIONAL LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED IN LANSING 10 (76%)
 B. OAKLAND COUNTY SUB-REGIONAL LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED IN FARMINGTON 2 (15%)
 C. BOTH LIBRARIES 1 (7%)

2. HOW LONG HAVE YOU USED MATERIALS FOR THE BLIND & PHYSICALLY HANDICAPPED?

- A. LESS THAN ONE YEAR 2 (15%)
 B. 1-7 YEARS 6 (46%)
 C. LONGER THAN 8 YEARS 5 (38%)

3. ON AN AVERAGE, HOW MANY BOOKS DO YOU READ PER MONTH?

- A. 1-5 4 (31%)
 B. 6-12 3 (23%)
 C. MORE THAN 12 2 (15%)
 D. OTHER (PLEASE SPECIFY) 4 (31%) LESS THAN 1 PER MONTH

4. ON AN AVERAGE, HOW MANY MAGAZINES, DO YOU READ PER MONTH?

- A. 1-5 7(53%)
 B. 6-12 1(7%)
 C. MORE THAN 12 0
 D. OTHER (PLEASE SPECIFY) 3(23%)

5. HOW DID YOU FIRST HEAR ABOUT THE LIBRARY SERVICE FOR THE BLIND & PHYSICALLY HANDICAPPED?

- A. FROM A FRIEND OR RELATIVE 3(23%)
 B. FROM A RADIO OR TV ANNOUNCEMENT 1(7%)
 C. FROM A NEWSPAPER OR MAGAZINE 1(7%)
 D. FROM A LOCAL SERVICE ORGANIZATION 2(15%)
 E. FROM A DOCTOR, NURSE OR SOCIAL WORKER 3(23%)
 F. FROM SCHOOL 2(15%)
 G. FROM YOUR LOCAL PUBLIC LIBRARY 0
 H. FROM ANOTHER SOURCE (PLEASE SPECIFY) 1(7%)

N.A. 1

6. HOW DO YOU SELECT THE BOOKS YOU READ? PLEASE CHECK ALL OF THE APPROPRIATE CHOICES.

- | | MOST OF THE
TIME | OCCASIONALLY |
|--|---------------------|---------------|
| A. THE LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED SELECTS THEM FOR ME ON THE BASIS OF MY INTERESTS AS STATED ON MY APPLICATION FOR SERVICE | <u>8(61.5%)</u> | <u>2(15%)</u> |
| B. I REQUEST MATERIALS LISTED IN TALKING BOOK TOPICS AND OTHER BOOK LISTS SENT TO MY HOME | <u>10(76%)</u> | <u>1(7%)</u> |
| C. I SELECT THEM WITH THE HELP OF A REGIONAL (OR SUB-REGIONAL) LIBRARIAN WHOM I CONTACT IN PERSON OR ON THE TELEPHONE | <u>0</u> | <u>0</u> |
| D. A RELATIVE OR FRIEND SELECTS THEM FOR ME | <u>3(23%)</u> | <u>0</u> |
| E. I REQUEST MATERIALS SUGGESTED BY MY LOCAL PUBLIC LIBRARIAN | <u>1(7%)</u> | <u>2</u> |
| F. ANOTHER WAY (PLEASE SPECIFY) | <u>0</u> | <u>0</u> |

N.A. 1

7. HAVE YOUR READING INTERESTS CHANGED SINCE YOU FIRST APPLIED FOR THE SERVICE?

- A. YES 5(38%)
 B. NO 7(53%)

N.A. 1

8. HAVE YOU NOTIFIED THE LIBRARY OF YOUR CHANGING INTEREST?

- A. YES 3(23%)
 B. NO 5(38%)

N.A. 5

9. IF THE (REGIONAL OR SUB-REGIONAL) LIBRARY SELECTS FOR YOU, HOW DO YOU RATE THE MATERIALS THEY SEND YOU?

- A. EXCELLENT - EXACTLY WHAT I WANT 1(7%)
 B. GOOD 2(15%)
 C. FAIR 3(23%)
 D. POOR 0

55

N.A. 7

10. DO YOU RECEIVE A NEWSLETTER FROM THE LIBRARY?
 A. YES 6 (46%)
 B. NO 5 (38%)
 NA 2
11. HOW USEFUL DO YOU FIND THE INFORMATION IN THE NEWSLETTER?
 A. VERY IMPORTANT 2 (15%)
 B. SOME WHAT USEFUL 4 (30%)
 C. NOT USEFUL AT ALL 1 (7%)
 D. I DO NOT RECEIVE A NEWSLETTER 3 (23%)
12. IF YOU HAVE A REQUEST, QUESTION OR COMPLAINT, HOW DO YOU CONTACT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED?
 A. BY PHONE 9 (69%)
 B. BY MAIL 5 (38%)
 C. BY VISITING THE LIBRARY IN PERSON 0
 NA 2
13. HOW OFTEN DO YOU VISIT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED IN PERSON?
 A. FREQUENTLY (SEVERAL TIMES A MONTH) 0
 B. OCCASIONALLY (AT LEAST EVERY THREE MONTHS) 0
 C. SELDOM (ONCE OR TWICE A YEAR) 1 (7%)
 D. NEVER 1 (84%)
 NA 1
14. HOW OFTEN DO YOU CONTACT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED LIBRARY BY TELEPHONE?
 A. FREQUENTLY (SEVERAL TIME A MONTH) 1 (7%)
 B. OCCASIONALLY (AT LEAST EVERY 3 MONTHS) 2 (15%)
 C. SELDOM (ONCE OR TWICE A YEAR) 4 (46%)
 D. NEVER 3 (23%)
15. IF YOU SELDOM OR NEVER VISIT YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED, IS IT BECAUSE
 A. MAIL SERVICE IS ADEQUATE FOR MY NEEDS 10 (76.9%)
 B. I LACK TRANSPORTATION TO THE LIBRARY 2 (15%)
 C. THE LIBRARY BUILDING IS PHYSICALLY INACCESSIBLE TO ME 0
 D. THE LIBRARY'S HOURS ARE NOT CONVENIENT FOR ME 0
 E. OTHER REASONS (PLEASE SPECIFY) 2 (15%)
 NA 1
16. HOW OFTEN DOES YOUR LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED CONTACT YOU, EITHER MY MAIL OR BY PHONE?
 A. FREQUENTLY 1 (7%)
 B. OCCASIONALLY 4 (46%)
 C. SELDOM 2 (15%)
 D. NEVER 3 (23%)
 NA 1
17. WHAT IS YOUR LOCAL PUBLIC LIBRARY? _____
18. HAVE YOU EVER VISITED YOUR LOCAL PUBLIC LIBRARY?
 A. YES 5 (38%)
 B. NO 7 (53%)
 NA 1

19. HAVE YOU USED ANY OF THE FOLLOWING SERVICES OF YOUR LOCAL PUBLIC LIBRARY WITHIN THE LAST YEAR? PLEASE CHECK ALL THAT APPLY?

- A. INFORMATION BY TELEPHONE 1(77%)
 - B. INFORMATION/REFERRAL TO RESOURCES IN THE COMMUNITY 0
 - C. IN-PERSON REFERENCE SERVICE 2(15%)
 - D. CHILDREN'S STORY HOURS 0
 - E. LECTURES/BOOK/FILM DISCUSSIONS/CONCERTS 0
 - F. MUSICAL RECORDINGS FOR LOAN 1(77%)
 - G. OTHER (PLEASE SPECIFY) 3(23%)
- NA. 6

20. FROM THE TIME YOU MAIL A BOOK BACK, OR REQUEST A BOOK HOW LONG DOES IT USUALLY TAKE BEFORE YOU RECEIVE IT?

- A. LESS THAN A WEEK 4(30%)
 - B. 1-2 WEEKS 4(30%)
 - C. OVER TWO WEEKS 2(15%)
- NA. 3

21. HOW DO YOU FEEL ABOUT THE TIME IT TAKES TO RECEIVE BOOKS?

- A. SATISFIED WITH SPEED 7(53%)
 - B. SOMEWHAT DISSATISFIED 2(15%)
 - C. VERY DISSATISFIED - DELIVERY IS MUCH TOO SLOW 0
 - D. SPEED NOT IMPORTANT SINCE I HAVE A BACKLOG OF BOOKS 1(7%)
- NA. 3

22. DO YOU FEEL THAT YOU RECEIVED ADEQUATE INSTRUCTIONS ON HOW TO USE THE RECORD PLAYER AND CASSETTE TAPE PLAYER?

- A. YES 12(93%)
 - B. NO 0
- NA. 1

23. WHEN THE EQUIPMENT DOES NOT FUNCTION, HOW QUICKLY IS IT REPAIRED OR REPLACED?

- A. WITHIN A WEEK 3(23%)
- B. WITHIN 2 WEEKS 2(15%)
- C. WITHIN A MONTH 1(7%)
- D. LONGER THAN A MONTH 1(7%)
- E. MY EQUIPMENT HAS NEVER BROKEN DOWN 3(23%)

24. OVERALL, HOW SATISFIED ARE YOU WITH YOUR LIBRARY SERVICE?

- A. VERY SATISFIED 4(31%)
 - B. SATISFIED 3(21%)
 - C. UNSATISFIED 0
 - D. VERY DISSATISFIED 0
- NA. 1

25. WHAT SUGGESTIONS WOULD YOU MAKE ON HOW THE LIBRARY CAN BETTER SERVE YOUR INTERESTS.

NOW WOULD YOU TELL US A LITTLE ABOUT YOURSELF, TO
HELP US PROFILE USERS OF LIBRARY SERVICE TO THE
BLIND & PHYSICALLY HANDICAPPED?

26. HIGHEST GRADE COMPLETED IN SCHOOL

- A. 8TH GRADE OR LESS 1(7%)
- B. 8-11 GRADE 1(4%)
- C. 12TH GRADE 2(15%)
- D. SOME POST SECONDARY 3(23%)
- E. 4 YEARS COLLEGE 1(7%)
- F. GRADUATE DEGREES _____
- G. OTHER (PLEASE SPECIFY) _____

27. Do YOU LIVE

- A. ALONE 5(38%)
- B. WITH FAMILY OR FRIENDS 8(61%)
- C. IN A NURSING OR RETIREMENT HOME _____
- D. OTHER (PLEASE SPECIFY) _____

28. SEX

- A. MALE 10(79%)
- B. FEMALE 3(23%)

29. ARE YOU

- A. EMPLOYED _____
- B. RETIRED 7(53%)
- C. UNEMPLOYED 1(7%)
- D. A HOMEMAKER 1(7%)
- E. A STUDENT 4(30%)

PLEASE RETURN COMPLETED QUESTIONNAIRE IN THE ATTACHED
ENVELOPE TO GENEVIEVE CASEY, PROFESSOR, WAYNE STATE
UNIVERSITY, DETROIT, MICHIGAN 48202, BEFORE MARCH 25, 1982

Appendix F

MICHIGAN LIBRARY ASSOCIATION TASK FORCE
ON BLIND AND PHYSICALLY HANDICAPPED LIBRARIES

A meeting has been scheduled for Tuesday, October 6, 1981, at 10 a.m. in the Friends Auditorium of the Lansing Public Library, 401 S. Capitol, for the purpose of discussing proposed legislation for state funding of subregional libraries for the blind and physically handicapped. This meeting is open to all interested parties.

Enclosed is a position paper and proposed legislation. It is estimated that it would cost under \$800,000 annually to fund the proposed appropriation for sub-regionals.

The task force members are:

Brenda Burman, St. Clair Shores
Ken King, Mt. Clemens Public Library
Julie Nicol, State Library
Marti Smart, Farmington Community Library
H. Ashley Weeks, Ann Arbor
Gene Griffel, Mideastern Michigan Library Cooperative,
Flint (Chairperson)

Although Gordon Lewis, of the Farmington Community Library, was not a member of the task force, he contributed immensely to the position paper and the proposed legislation.

9-22-81

Position Paper

State Funding of Subregional Libraries for the Blind and Physically Handicapped

Introduction

The U.N. General Assembly has designated 1981 as the International Year of Disabled Persons. The purpose of this special designation is to draw attention to the special needs of the disabled, and the fact that they are part of the community and as such are entitled to the full range of human rights proclaimed for all.

Great strides have been made in recent years in meeting the needs of the disabled. We now have the Education for All Handicapped Children Act which assures "a free, appropriate public education" to all handicapped children. Section 504 of the Rehabilitation Act of 1973 assures the rights of access by the handicapped to any program or building which receives federal funds. Transportation is being made accessible; recreation areas are being adapted; and, through affirmative action and non-discrimination requirements employment opportunities are growing. These federal laws extending the rights of access to the handicapped are based on the tenets that all residents of a community are entitled to public service, and they should not be denied access due to a handicap.

There are many barriers to library services that prevent the disabled patron from obtaining access. The Association of Specialized and Cooperative Library Agencies (ASCLA) of the American Library Association, in 1978, issued a position statement affirming that "library services for blind and physically handicapped persons are an integral part of the mainstream of library service planning and development within each state."

One of the 1979 Michigan White House Conference Resolutions states "...that library service and materials should be guaranteed for all citizens."

The State Plan for Michigan of LSCA, 1981-1986 proposes the passage of state legislation for the funding of library services for the handicapped.

Thus, it is especially appropriate that the Michigan Library Association has chosen this year to appoint a Task Force to study funding for library services to the handicapped.

History

Library services for the blind and handicapped have been provided by the Library of Congress by providing for one or two regions per state. Michigan established subregional libraries on a project basis with temporary LSCA funds to ascertain if delivering services at a more regional level would be more successful.

In fact, since their establishment, areas served by subregionals have demonstrated a much greater growth in use than areas served centrally by the State Library. Between 1972 and 1980, the number of blind and physically handicapped residents served by subregionals in Michigan has quadrupled.

The Library of Congress estimates that 1.4 percent of the population would be eligible to use the Talking Book program. In Michigan, with a population that exceeds 9 million, that represents 130,000 people. Most of these people are currently receiving virtually no library service. Thus, the need for continued subregional growth and support is great.

Subregional Organization

Subregional libraries are a cooperative venture among federal, state and local governments. Talking books, playback equipment, catalogs and access to free mailing privileges are provided by the federal government. The current value of these books and equipment housed in the regionals/subregionals in Michigan is over \$3 million.

Centralized recordkeeping, coordination and back-up support are provided by the State Library. In addition, a yearly LSCA grant of \$10,000 plus \$10 per active reader has been available to each subregional.

Local funding across the state has varied widely. Frequently, subregionals serve areas that overlap local jurisdictions making local funding bureaucratically difficult.

Authorizing legislation for the Library Services and Construction Act (LSCA) expires at the end of Fiscal Year 1982. Legislation to either extend or replace LSCA has not been introduced in the 97th Congress. As to funding the existing Act for FY 1982, the Administration proposes in its budget that Title I be reduced 25 percent from the FY 1981 funding level.

Recommended Action

Federal funds for operating expenses by libraries serving the blind and physically handicapped have always been planned as feasibility funds. Providing service through subregional libraries on a regional basis has been found to be successful and a permanent source of funding is needed.

State funding for subregionals would give a base of stable support to existing subregionals and provide for future expansion of local subregional services throughout the state. Other states currently providing state funding include Illinois, Georgia, Kansas, Kentucky, Arkansas, Florida, Maine, and Virginia according to information provided by the Library of Congress.

The Michigan Library Association should ask the Michigan State Legislature to support legislation which would provide annual state funding to provide library service for the blind and handicapped residents of the state on a regional basis. Eligible users currently include the legally blind; the visually handicapped unable to read standard printed material without special aids other than regular glasses; the physically handicapped who because of physical limitations are unable to use standard printed material; and the reading disabled who cannot read printed material in a normal manner due to an organic dysfunction. It is also proposed that library services to deaf and hearing impaired persons be added under a state funded program.

Addendum

Creation of National Library Service

The Pratt-Smoot Act of 1931 authorized an annual federal appropriation under the direction of Library of Congress to establish a national free library service for the adult blind. Legislation also provided for the establishment of regional centers in libraries to distribute braille and recorded materials and equipment postage free. The program was expanded in 1952 to include children, and, in 1966, federal legislation extended services to the physically handicapped.

The program today is administered by the National Library Service for the Blind and Physically Handicapped (NLS), of the Library of Congress. The NLS program does not currently include deaf and hearing impaired persons.

Services in Michigan

Michigan offered services to blind individuals prior to the formal establishment here in 1931 of two regional libraries. In 1959, Michigan legislation moved the state library for the blind from Saginaw into the State Library Agency in Lansing. The State Library has been located within the Department of Education since the adoption of the 1963 Constitution of the State of Michigan.

In addition to two regional libraries serving the state, subregional libraries were established in 1972. Today, there are eleven subregional libraries operating in Michigan. Two subregionals are developing library services to deaf and hearing impaired persons under LSCA Title I grants.

9-16-81

Sec. 2. The State Board ~~for-libraries~~ shall have full power to administer this library, determine standards of operation, and make rules, and-regulations AND GUIDELINES that will best serve both braille and talking book readers, VISUALLY IMPAIRED AND OTHER PERSONS WHO HAVE BEEN CERTIFIED BY A COMPETENT AUTHORITY AS QUALIFIED BECAUSE OF PHYSICAL LIMITATIONS, SO THAT NO GROUP IS SERVED AT THE EXPENSE OF ANOTHER GROUP. THE LIBRARY SHALL PROVIDE THESE SERVICES THROUGHOUT THE STATE AND MAY EXTEND THESE SERVICES THROUGH PUBLIC LIBRARY SERVICE CENTERS. *affiliated with color libraries*
397.393 State library for blind AND HANDICAPPED: appropriation.

Sec. 3. The State Board ~~for-libraries~~ shall administer the appropriation for said library SERVICE AND PROVIDING THAT EACH SERVICE CENTER MEETS THE GUIDELINES AND STANDARDS SPECIFIED, EACH SHALL BE FUNDED THROUGH STATE FUNDS ADMINISTERED BY THE STATE LIBRARY. EACH FISCAL YEAR, EACH CENTER SHALL RECEIVE A BASE AMOUNT OF NOT LESS THAN \$35,000 PLUS \$3.00 PER CAPITA FOR EACH ELIGIBLE PERSON (BASED UPON 1.4 PERCENT OF THE POPULATION BEING ELIGIBLE) RESIDING IN THEIR SERVICE AREAS.
397.494 State library for blind AND HANDICAPPED: personnel, qualifications.

Sec. 4. The State Board ~~for-libraries~~ shall have full power to determine the qualifications of the personnel in said library and fill all vacancies, subject to the state civil service regulations.

~~397.495--State-library-for-blind-transfer-of-powers-and-duties-to-state-board-for-libraries.~~

~~Sec. 5.--Any-and-all-powers-and-duties-vested-by-any-law-of-this-state-in the-state-library-for-the-blind-are-hereby-transferred-and-vested-in-the-state board-for-libraries.~~

Sec. 5. IF THE STATE APPROPRIATION DOES NOT PERMIT PAYOUT ACCORDING TO THE FORMULA SET FORTH IN THE ACT, THE STATE BOARD OF EDUCATION SHALL APPLY A PERCENTAGE TO THE APPROPRIATION FOR EACH PORTION OF THE FORMULA. THE PORTIONS DETERMINED SHALL BE DIVIDED BY THE NUMBER OF LIBRARY RECIPIENTS BY A QUALIFYING DATE TO DETERMINE THE ALLOTMENT TO EACH.

PROPOSED legislation could take the form of an amendment to Act 127, 1959, p. 132; eff. March 19, 1960. Following is a possible legislative approach.

An act to transfer jurisdiction and control of the state library for the blind to the state board for libraries.

The People of the State of Michigan enact:

397.491 State Library for blind AND HANDICAPPED: transfer to state board for libraries.

Sec. 1. The state library for the blind AND HANDICAPPED, ~~located-at-the-employment-institution-for-the-blind-and-Saginaw~~, is hereby placed under the jurisdiction of the state board ~~for-libraries~~.

HANDICAPPED PERSONS ARE IN NEED OF INFORMATION AND LIBRARY SERVICES THAT ARE REQUIRED BY ANY OTHER RESIDENT OF THE STATE. HANDICAPPED PERSONS SHOULD BE ABLE TO OBTAIN PUBLIC LIBRARY SERVICES AT THE LOCAL LEVEL AS DO OTHER RESIDENTS. LIBRARY SERVICE PROGRAMS DESIGNED FOR HANDICAPPED PERSONS MUST RECOGNIZE THAT SPECIAL CONDITIONS AND FORMATS ARE NECESSARY TO ALLOW FOR ACCESS TO INFORMATION.

SEC. 1A DEFINITIONS

PUBLIC LIBRARY SERVICE CENTERS - ARE AN INTEGRAL PART OF THE STATE NETWORK FOR THE HANDICAPPED AND ARE RECOGNIZED BY THE LIBRARY OF CONGRESS AS ^{Regional or} SUBREGIONAL LIBRARIES. UTILIZING THE MATERIALS, AND EQUIPMENT PROVIDED BY THE LIBRARY OF CONGRESS, AS WELL AS THOSE ADDED AT THE STATE AND LOCAL LEVELS, EACH CENTER EXTENDS DIRECT AND INDIVIDUALIZED SERVICE TO BLIND AND OTHER PERSONS WHO ARE UNABLE TO READ NORMAL PRINTED MATERIALS BECAUSE OF PHYSICAL LIMITATIONS.

THE LIBRARY MEANS THE STATE LIBRARY FOR THE BLIND AND HANDICAPPED WHICH IS RESPONSIBLE FOR DEVELOPING, COORDINATING AND PROVIDING SUPPORT SERVICES TO THE NETWORK FOR THE HANDICAPPED. IT IS A UNIT OF THE STATE LIBRARY AND IS RECOGNIZED BY THE LIBRARY OF CONGRESS AS A REGIONAL LIBRARY.

ELIGIBLE PERSONS - IS ANY PERSON WHO IS UNABLE TO READ NORMAL PRINT DUE TO A PHYSICAL LIMITATION(S).

STATE BOARD - SHALL MEAN THE STATE BOARD OF EDUCATION.

397.294 State library for the blind AND HANDICAPPED: administration, rules and regulation.

Sec. 2. The State Board ~~for-libraries~~ shall have full power to administer this library, determine standards of operation, and make rules, ~~and-regulations~~ AND GUIDELINES that will best serve both braille and talking book readers, VISUALLY IMPAIRED AND OTHER PERSONS WHO HAVE BEEN CERTIFIED BY A COMPETENT AUTHORITY AS QUALIFIED BECAUSE OF PHYSICAL LIMITATIONS, SO THAT NO GROUP IS SERVED AT THE EXPENSE OF ANOTHER GROUP. THE LIBRARY SHALL PROVIDE THESE SERVICES THROUGHOUT THE STATE AND MAY EXTEND THESE SERVICES THROUGH PUBLIC LIBRARY SERVICE CENTERS, ~~AFFILIATED WITH A COOPERATIVE LIBRARY.~~

397.393 State library for blind AND HANDICAPPED: appropriation.

Sec. 3 The State Board ~~for-libraries~~ shall administer the appropriations for THE ~~AND~~ STATE Library for the blind AND HANDICAPPED AND FOR GRANTS FOR THE PUBLIC LIBRARY SERVICE CENTERS MEETING THE GUIDELINES AND STANDARDS SPECIFIED BY THE STATE LIBRARY. EACH FISCAL YEAR, A COOPERATIVE LIBRARY OPERATING PURSUANT TO PUBLIC ACT 89 OF 1977, BEING SECTIONS 397.551-397.576 OF THE COMPILED LAWS OF 1970, WHICH CONTAINS WITHIN ITS APPROVED COOPERATIVE AREA ONE OR MORE PUBLIC LIBRARY SERVICE CENTERS AS DEFINED IN SECTION 1a SHALL RECEIVE FOR EACH SUCH CENTER A BASE AMOUNT OF \$35,000 PLUS \$3.00 PER CAPITA FOR EACH ELIGIBLE PERSON ~~SERVED~~ BY EACH SUCH CENTER. THE COOPERATIVE RECEIVING THE FUNDS SHALL USE THEM EXCLUSIVELY TO PROVIDE EITHER DIRECTLY OR BY CONTRACT FOR SERVICES TO THE BLIND AND HANDICAPPED THROUGH EXISTING PUBLIC LIBRARY SERVICE CENTERS OR SUCH CENTERS AS MAY BE ESTABLISHED BY THE STATE BOARD AND APPROVED BY THE LIBRARY OF CONGRESS.

397.494 State library for blind AND HANDICAPPED: personnel, qualifications.

Sec. 4. The State Board ~~for-libraries~~ shall have full power to determine the qualifications of the personnel in said library and fill all vacancies, subject to the state civil service regulations.

397.495--State-library-for-blind-transfer-of-powers-and-duties-to-state-board for-libraries.

~~Sec. 5.--Any-and-all-powers-and-duties-vested-by-any-law-of-this-state-in the-state-library-for-the-blind-are-hereby-transferred-and-vested-in-the-state board-for-libraries.~~

Sec. 5. IF THE STATE APPROPRIATION DOES NOT PERMIT PAYOUT ACCORDING TO THE FORMULA SET FORTH IN THE ACT, THE STATE BOARD OF EDUCATION SHALL APPLY A PERCENTAGE TO THE APPROPRIATION FOR EACH PORTION OF THE FORMULA. THE PORTIONS DETERMINED SHALL BE DIVIDED BY THE NUMBER OF LIBRARY RECIPIENTS BY A QUALIFYING DATE TO DETERMINE THE ALLOTMENT TO EACH.